



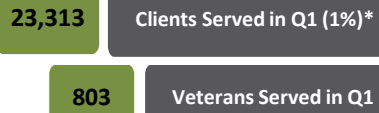
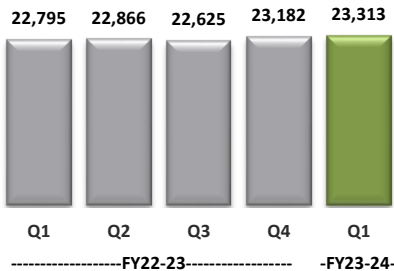
FY 2023-24

County of San Diego Behavioral Health Services

Adult and Older Adult

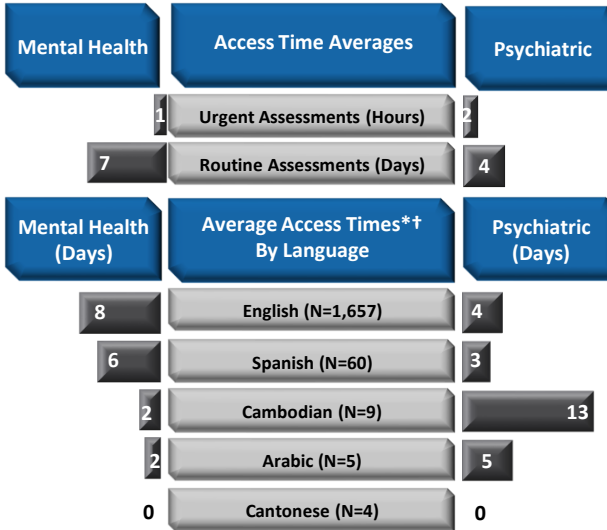
Client Counts

Clients Served



*% Change from previous quarter.

Access



*Routine appointments.
 †Access times prioritized by number of inquiries.
 Note: Access Time calculation methodology was modified in Q4 FY 18-19.

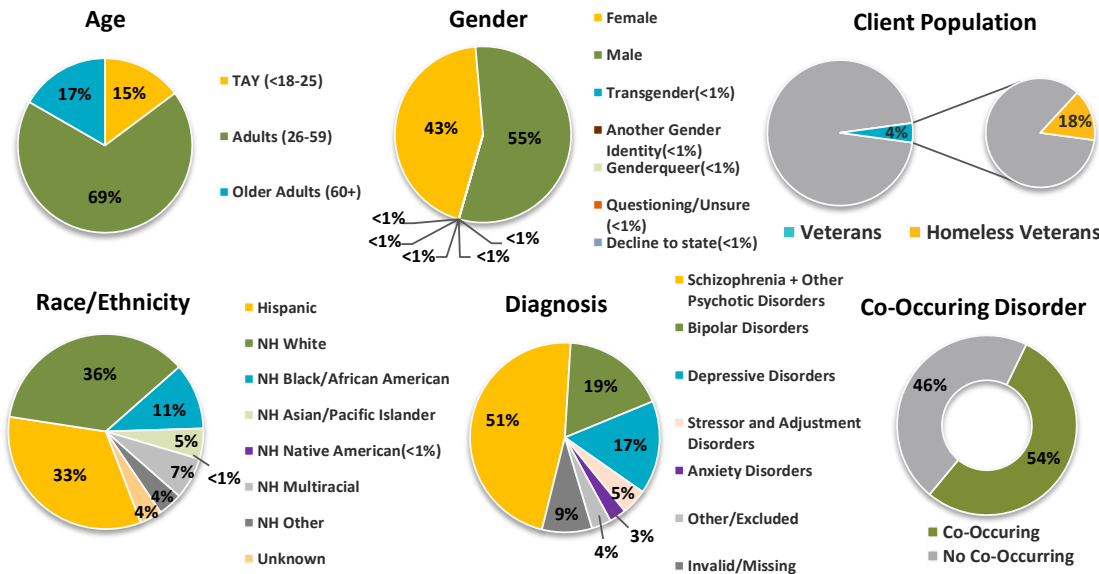
Utilization by Program Type*

| Mental Health Services | N | % | Δ |
|------------------------|--------|-----|------|
| Outpatient Services | 15,401 | 66% | -1% |
| Forensic Services | 4,705 | 20% | 1% |
| Emergency Services | 5,536 | 24% | <-1% |
| 24 hour Services | 616 | 3% | <-1% |
| Inpatient Services | 1,529 | 7% | <-1% |

| Inpatient Discharges (≥18 years, N=1,602) | N | % | Δ |
|---|-------|-----|------|
| Without Readmission | 1,297 | 81% | 3% |
| 30 Day Readmission | 305 | 19% | -3% |
| 7 Day Connection to Services | 613 | 38% | <-1% |
| 30 Day Connection to Services | 788 | 49% | -2% |

Δ = Change in percentage points from previous quarter.
 Note: Changes in percentage points may reflect differences due to rounding.
 *Clients may have been seen in more than one program in the quarter.

Demographics



Quality of Life

| Quality of Life Indicators* | Δ |
|---|------|
| 13% of Clients Are Employed | <-1% |
| 89% of Clients Have Medi-Cal Coverage | <-1% |
| 86% of Clients Are Housed | -1% |
| 70% of Clients Have a Primary Care Physician | -2% |
| 54% Reported Improvement in their Personal Recovery (Client Self-Report) | 3% |
| 47% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report) | 2% |

Δ = Change in percentage points from previous quarter.
 *Percentages are based on unique clients served.

BHS Performance Dashboard Report | Source: HSRC
 AOABHS Data Sources: 1) CCBH 10/2023; 2) mHOMS: IMR and RMQ 10/2023; 3) SDBHS: Q1, FY 2023-24 Access Time Analysis - AOA
 Data Source (ages 18+): OPTUM: Q1, FY 2023-24 Client Services After Psychiatric Hospital Discharge Report
 * In order to more comprehensively identify client veterans, the date range for sourcing Military Service has been increased to include more client information entered in previous time periods.

Report Date: 12/11/2023